

CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS



Write It Right

A GUIDE FOR LICENSED SMOG CHECK STATIONS AND TECHNICIANS





CED-50M-3/04



Write it Right

A GUIDE FOR LICENSED SMOG CHECK STATIONS AND TECHNICIANS

This guide will help Smog Check Stations and technicians comply with laws and regulations pertaining to typical Smog Check inspection and repair transactions. It illustrates how to complete estimates, work orders, and Smog Check invoices correctly. It also shows how to legally document an emissions test and/or repair to better protect the consumer, as well as the station.

The **Automotive Repair Act** requires auto repair shops to follow sound business practices in dealing with customers. These practices can be summed up in four rules:

- **Keep the customer informed**
- **Do only work that has been authorized by the customer**
- **Keep a written record of all work**
- **Give copies of work orders, final invoices, and vehicle inspection reports to the customer**

It is the station's responsibility to comply with the Automotive Repair Act.

Laws and Regulations Relating to Automotive Repair Dealers, Licensed Official Stations & Licensed Smog Check Stations

- Numbers starting with "9" are laws from the **Business and Professions Code**
- Numbers starting with "4" are laws from the **Health and Safety Code**
- Numbers starting with "3" are from Title 16, **California Code of Regulations**



BAR FIELD OFFICE PHONE NUMBERS

Bakersfield	661/833-6304
Culver City	310/410-0024
Fresno	559/445-5015
Oceanside	760/439-0942
Placentia	714/961-7940
Richmond	510/243-9410
Riverside	909/782-4250
Sacramento	916/255-4200
San Jose	408/277-1860
South El Monte	626/575-6934
Valencia	661/702-6600

OTHER HELPFUL NUMBERS

DCA Consumer Information Center	800/952-5210
BAR Licensing	916/255-3145
ET Help Desk	866/860-8509
MCI	800/731-SMOG
Then, press "5" for technical support	
Referee Scheduling Center	800/622-7733
Parts Locator Service	800/826-3566

WEB SITES

www.autorepair.ca.gov
www.smogcheck.ca.gov

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A GUIDE FOR LICENSED SMOG CHECK STATIONS AND TECHNICIANS

TABLE OF CONTENTS

Written Estimate / Work Order 7

Additional Authorization 9

Unusual Circumstances Estimate/Work Order 11

Final Invoice 13

Estimate To Teardown, Inspect, Report and Reassemble 15

Important Information - Questions and Answers 16

30-MINUTE ~~SMOKE~~ G

TEST & REPAIR

BAR #AA556545 • Toxic Waste #CAL-000-099-999

Date 12/4/03

Customer's
Name

Odometer

Specific Job Description

Customer's Authorization

Notice to Customer

Written Estimate / Work Order - §9884.9, §3353

A written estimate is provided for the labor and parts necessary for a specific job (certificate cost is part of the estimate).

1. Who is the customer?

The person who brings in the vehicle and authorizes repairs. §3303(j)

2. How is the smog inspection authorized?

By the customer's signature on the estimate. (Also see "Unusual Circumstances") After the customer authorizes the Smog Check inspection, your copy of the estimate now becomes a work order. The customer must receive a copy of the signed estimate.

§9884.9(a), §3353(a), and §3353(b)

3. What must be on a written estimate?

A description of the specific job, the estimated price for parts and labor, and the odometer reading. If the estimate copy is a separate document (as in the case of some computer-generated estimates), write the identification number on the final invoice. The odometer reading must be included on both the invoice and estimate. Once the written estimate is signed, the customer must receive a copy. A written estimate may contain information and/or computations used to develop the estimate. No charges shall be made in excess of the written estimate without authorization from the customer. §9884.9, §9884.7(a)(2)

The written estimate shall contain a notice to the customer stating that the customer may choose another Smog Check station to perform needed repairs, installations, adjustments, or subsequent tests. §44033(c)

4. Is the toxic waste cost included in the estimated price?

Yes. If toxic waste disposal is applicable to the vehicle being repaired, the fee charged must be itemized separately on the estimate. Your toxic waste/EPA identification number must also be printed on your estimates and invoices. §9884.8, §9884.9(a), §3356.1

5. Does the estimated price include sales tax?

No. Sales tax is added when the job is complete. Since Smog Check inspections are primarily a labor function, sales tax would normally not apply at this stage. However, when repairing Smog Check failures, sales tax would apply to the parts sold.

30-MINUTE ~~SMOG~~

TEST & REPAIR

Date 12/4/03

Telephone, Date, and Time

Additional Authorization - §9884.9(a), §3353(c)

1. What happens if the vehicle fails the smog inspection?

If the vehicle fails the initial inspection, the station needs to determine if it can conduct repairs on the vehicle, and if it can retest the vehicle after repairs. Test-Only Stations cannot make repairs. Test and Repair Stations can make repairs on Test-Only directed vehicles; however, only Test-Only and Certified Gold Shield Stations can certify failed Test-Only directed vehicles. Before starting repairs on a failed vehicle, first obtain the customer's authorization to diagnose the failure. §44014.5(b), §3340.16(d), §9884.9(a), §3353(c)

2. How is additional authorization documented?

After a diagnosis has been made, the Smog Check Station will need to obtain the customer's additional authorization to conduct the actual repairs. §9884.9(a), §3353(c), §3353(e), §3353(f)

- a. Specify on the work order the additional work and cost. This additional work would be that which is in excess of the original work estimate.
- b. If the authorization is verbal, note the following as shown on the sample work order at left:
 - Date
 - Time
 - Customer's name
 - Telephone number called, if any
 - If authorized in person, obtain signature
 - Additional cost
 - Additional work
 - Authorization can also be E-mailed or faxed
- c. If authorization is by fax, the return fax document from the customer must be attached to the work order and invoice, and shall contain the following:
 - Date and time of transmission
 - Description of the additional repairs, parts, labor and total additional cost
 - Signature of the customer and date
- d. If authorization is by E-mail, the return E-mail from the customer shall be printed and a copy attached to the work order and shall contain the following:
 - Date and time of transmission for authorization
 - Description of the additional repairs, parts, labor and total additional cost

3. Can the repair station change the method of repair?

Not without the customer's authorization. If the customer has authorized repairs according to a work order on which repair parts and labor are itemized, the dealer shall not change the method of repair or parts supplied without the authorization of the customer. §3353(e)

4. Can work be done in excess of the work listed on the "Signed Estimate? "

Only if the customer authorizes the additional work and additional costs before the additional work begins. §3353(a)

Invoice No. 7234

30-MINUTE SMOG

1234 Broadway, Anytown, CA 9000
916/123-1234

TEST & REPAIR

BAR #AA556545 • Toxic Waste #CAL-000-099-999

Date 12/4/03

Business
Name and
Address

Registration
Number

Customer Name Bob Williams			Home Phone # 123-4567	Work Phone # 123-1100
Address 118 Big Bear Circle			License # 900YKY	Odometer 75,001
City Anytown, CA 90000			Vehicle Information Annaconda LX VIN #123456 1991	
PARTS (all parts new unless otherwise noted)			LABOR	
Qty.	Description of parts	Price	Description of labor	Charge
1	EGR valve	\$90.00	Smog Inspection	\$50.00
1	EGR valve gasket	\$2.00	Diagnose smog check failure	\$75.00
			Vehicle failed for high nox at 15 and 25 mph ASM smog check. Found EGR valve diaphragm torn and EGR ports plugged.	
			Remove and replace EGR valve	\$25.00
			Clean EGR ports	\$50.00

Itemized List
of Parts

Itemized
Description
of Labor

Original Estimate \$58.25	Authorized By <u>Bob Williams</u>	CERTIFICATE FEE	\$8.25
Date _____ Time _____ Phone _____	Save Parts Yes	SUBTOTAL LABOR	\$200.00
Revised Estimate \$133.25	Reason Failed smog Additional Cost \$75.	SUBTOTAL PARTS	\$92.00
Authorized By Bob Wms. Time 8am Date 12/4/03 Phone 123-1100		SALES TAX	\$7.13
2nd Revision \$300.25 Reason EGR valve, cln ports Additional Cost \$167.00		TOTAL	\$307.38
Authorized By B. Williams Time 1:00pm Date 12/5/03			

Subtotals

Sales Tax

NOTICE: YOU MAY CHOOSE ANOTHER SMOG CHECK STATION TO PERFORM THE NEEDED REPAIRS, INSTALLATIONS, ADJUSTMENTS, OR SUBSEQUENT TESTS.

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN _____ DAYS OF THE DATE SHOWN ABOVE IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

Additional authorization: ☐ IN PERSON ☒ TELEPHONE ☐ FAX ☐ E-MAIL

Unusual Circumstances Estimate/Work Order-§3353(f)

1. What are “Unusual Circumstances?”

There are times when the customer can't be there to sign the estimate/work order during normal business hours. The customer may have dropped the vehicle at the station before or after business hours. Or, the vehicle may have been towed in, unaccompanied by the customer. §3353(f)

2. How do I get the customer's authorization under “Unusual Circumstances?”

- Prepare a written estimate before any work is done, including teardown.
- Contact the consumer for authorization.
- Make the same notation on the final invoice, or use the Acknowledgment of Notice and Consent.
- Upon completion of repairs, obtain the customer's signature or initials to an acknowledgement of notice and consent. If there is an oral consent of the customer to additional repairs, in the following language: *“I acknowledge notice and oral approval of an increase in the original estimated price _____ signature or initials”*, new regulations also allow for e-mail and fax for additional authorization. Written consent or authorization for an increase in the original estimated price may be provided by electronic mail or facsimile transmission from the customer. §3354, §9884.9

Final Invoice - §9884.8, §3352(c), §3356

The final invoice must be a complete record of all work done. In a Test and Repair Station, the final invoice is typically generated after inspection, diagnosis, repair and certification (if appropriate).

1. When does the customer get the invoice?

When the repair work is finished, and before the customer takes delivery of the vehicle.

2. What must be on the invoice?

- Your business name, as registered with the BAR. §3356
- Your business address, as registered with the BAR. §3356
- Your station's BAR registration number. §3356
- An itemized description of labor that clearly describes all work done and the parts supplied, including inspection, diagnosis and repair (if applicable) §3340.41.3
- Repairs that were authorized either orally, or by fax, or by e-mail must be recorded on the final invoice. §3353(c)(4)
- Parts must be itemized and listed in terms that the customer can understand. State if parts are new, used, rebuilt, or reconditioned. §3356, §9884.8
- Subtotals §3356, §9884.8
- Sales Tax §3356, §9884.8

Continued on following page



SMOG CHECK TEST & REPAIR

- BAR #AA556542
- TOXIC WASTE #CAL-000-099-999

Date 12/24/03

Customer Name Alice Brown			Home Phone # 123-6000		Work Phone # 123-6200	
Address 1200 Broadway			License # BIGBOB		Odometer 98,003	
City Anytown, CA 90000			Vehicle Information 1995 Bovine VIN #000000 1991			
PARTS (all parts new unless otherwise noted)			LABOR			
Qty.	Description of parts	Price	Description of labor		Charge	
1	Catalytic Converter	n/c	Diagnose exhaust rattle		n/c	
			Replace catalytic converter.		n/c	
			Found converter internally broken; warranty converter replacement.			
			(Previously replaced on 10/02/02, work order #6801)			
			<div style="border: 1px solid black; border-radius: 50%; padding: 10px; text-align: center;"> SUBLET TO MISSION EXHAUST </div>			
Original Estimate <u>n/c</u>			Authorized By <u>Alice Brown</u>		CERTIFICATE FEE	
Date _____ Time _____ Phone _____ Save Parts _____					SUBTOTAL LABOR <u>n/c</u>	
Revised Estimate _____ Reason _____ Additional Cost _____					SUBTOTAL PARTS <u>n/c</u>	
Authorized By _____ Time _____ Date _____ Phone _____					SALES TAX	
2nd Revision _____ Reason _____ Additional Cost _____					TOTAL <u>n/c</u>	
Authorized By _____ Time _____ Date _____						
NOTICE: YOU MAY CHOOSE ANOTHER SMOG CHECK STATION TO PERFORM THE NEEDED REPAIRS, INSTALLATIONS, ADJUSTMENTS, OR SUBSEQUENT TESTS. TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN ____ DAYS OF THE DATE SHOWN ABOVE IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.						
Additional authorization: <input type="checkbox"/> IN PERSON <input type="checkbox"/> TELEPHONE <input type="checkbox"/> FAX <input type="checkbox"/> E-MAIL						

Customer Authorization

Final Invoice - §9884.8, §3352(c), §3356 continued

- Notations of additional authorizations. If consent is verbal, you must make notations as shown on the sample invoice or you must use “Acknowledgment of Notice and Consent” as described in this guide. §9884.9
- If a toxic waste fee is charged, it must be included in the original estimate and you must have your EPA number on the invoice. §3356.1

A licensed Smog Check Station must give a copy of the vehicle inspection test report printed from the emission inspection system to the customer. The report shall be attached to the customer’s invoice. §3340.41(a)

3. How shall smog repairs be described on the invoice?

The invoice shall describe all service, adjustments or repairs performed as part of the Smog Check Program, such as “replace EGR valve” or “rebuild carburetor.” A general description such as “Low emissions tune up” or “Reduced emissions,” are not descriptive enough to satisfy the Laws and Regulations. §3340.41.3

Smog Check Stations and technicians shall follow, at a minimum, the vehicle manufacturer’s recommended procedures for emission problem diagnosis and repair, or, the emission diagnosis and repair procedures found in industry-standard reference manuals and periodicals published by nationally recognized repair information providers. §44016, §3340.41(d)

4. How long should I keep a copy of the invoice?

For a minimum of three years (with other records pertaining to the Smog Check inspection and/or repair, including copies of the Vehicle Inspection Report and invoices for parts, sublet repairs or labor.) All such records shall be open for reasonable inspection and reproduction by the Bureau of Automotive Repair or other law enforcement officials during normal business hours. §9884.11, §3340.15(f), §3358

5. Can I sublet smog repairs to another station? Who is responsible for the sublet repairs?

A licensed Smog Check Station cannot sublet inspections or repairs required as part of the Smog Check Program, except for the following;

- Exhaust system repairs which are normally performed by muffler shops, provided that the malfunction has been previously diagnosed by the specific Smog Check Station originally authorized by the customer to perform repairs to the vehicle. §3340.15(i)(1)
- Repair of those individual components that have been previously diagnosed as being defective and that have been removed by the specific Smog Check Station originally authorized by the customer to do the repairs. §3340.15(i)(2)

If the customer is notified and the above exception has been met, the station can sublet these specific repairs. Having repair work done by

Final Invoice - §9884.8, §3352(c), §3356 continued

someone other than the Smog Check Station or their employees without the knowledge or consent of the customer is prohibited. Also, the station is responsible for any sublet service in the same manner as if their employees had performed the work. §9884.7(9), §9884.9(b), §3359.

6. *Do I need to provide an invoice on a “no charge” or warranty repair?*

Yes. All work done by an automotive repair dealer, including warranty work, shall be recorded on an invoice and shall describe all service work done and parts supplied. (see sample worksheet page 10) §9884.8, §3356

Estimate to Teardown, Inspect, Report and Reassemble - §3353(d)

1. *What is a teardown estimate?*

This estimate is written when it is required to disassemble a component in order to accurately diagnose the failure. §3353(d)

2. *What must be written on a teardown estimate?*

- The cost of the teardown must include reassembly in case the customer does not want to have the repairs done, and the cost of items such as gaskets, seals, and O-rings, which are normally destroyed by disassembly. §3353(d)
- The maximum time that it will take to reassemble the vehicle in the event the customer doesn't want the repairs done. Maximum time is counted from the date of the authorization of the teardown. §3353(d)

3. *What if the vehicle cannot be restored to its former condition after teardown?*

If the act of teardown prevents the restoration of the vehicle to its former condition, the Smog Check Station must **tell the customer and write the information** on the work order before the customer signs it. §3353(d)



You can get more information by logging onto the BAR's Web site at www.smogcheck.ca.gov.

Write it Right

A GUIDE FOR LICENSED SMOG CHECK STATIONS AND TECHNICIANS

QUESTIONS AND ANSWERS

Following is a list of commonly asked questions by smog check stations and technicians. If you don't see the answer to your question in this booklet, please refer to your Smog Check Inspection Manual.

For what reasons can my registration or station license be suspended or revoked? - \$490, \$9884.7

By law, an Automotive Repair Dealer's registration may be suspended or revoked for any of the following acts or omissions:

1. Making untrue or misleading statements
2. Letting a customer sign a work order that does not state the repairs requested, or the odometer reading
3. Failing to give the consumer a copy of a signed document
4. Fraud
5. Gross negligence
6. Failure to comply with the Automotive Repair Act or BAR regulations
7. Willful departure from or disregard of accepted trade standards for good workmanlike repair

Questions and Answers continued

8. Making false promises to get a customer to authorize service
9. Having repairs done by someone else without the knowledge or consent of the customer (unless the dealer can demonstrate that the customer could not have been reasonably notified)
10. Conviction of a violation of Penal Code section 551
11. Conviction of any crime substantially related to the functions of an Automotive Repair Dealer

In addition, a Smog Check Station or Technician license may be suspended or revoked for failure to comply with the Laws on Regulations governing the Smog Check Program

Can any Automotive Repair Dealer make emission repairs?

Smog Check tests or repairs pertaining to Smog Check failures are to be made by licensed technicians at licensed stations. No person can perform, for compensation, tests or repairs of emission control devices unless the person is a licensed Smog Check technician and the test or repair is performed at a licensed Smog Check Station. §44014(a), §44032, §3340.10(f), §3340.35(d)

Can a Smog Check Test-Only Station make emission repairs?

No. A Smog Check Test-Only Station shall not engage in any automotive repairs. §44014.5(b), §3340.16(d)

May a Test and Repair Station test a vehicle with no intention of repairing the vehicle if it fails a Smog Check?

A **Test and Repair Station** which has accepted a vehicle for inspection shall disclose to the customer, both orally and in writing, before the initial inspection of the vehicle, if the station does not have the equipment, personnel, tools or reference materials necessary to repair the vehicle, or if the station does not repair certain vehicle types or certain failures. §3340.16.5(c)

Continued on next page

Questions and Answers continued

Where does the Referee process fit within the Smog Check Program? §44036

BAR contracts with Referee Centers to ensure program integrity. The Referee Centers provide consumers the opportunity to receive an independent check and evaluation of their vehicles. The Referee will charge the consumer a fee to test their vehicles.

A motorist may use the service of a Referee Center if one or more of the following conditions apply:

- The consumer feels that his or her vehicle was tested and or repaired improperly, which resulted in a failure at a licensed Smog Check Station
- The consumer is eligible for a repair cost waiver or economic hardship extension (not available for change of ownership or initial registration)
- The vehicle is in need of an exemption, due to the non-availability of required emission control system parts
- The vehicle is exempted, but received a “Smog Certificate Required” statement on the DMV registration renewal notice. These vehicles must be verified once by the Referee Center, then the DMV record will be updated with the exemption information
- The vehicle cannot be inspected by a licensed Smog Check Station, due to an inherent problem with the vehicle
- Initial inspection of vehicles with non-replacement engine changes, Grey Market vehicles, verification of vehicles with alternative fuel conversions after January 1, 1994, kit cars and specially constructed vehicles

What is a Smog Check pretest?

A **Smog Check pretest** is a smog inspection in which the motor vehicle is submitted to some or all of the required elements of a Smog Check inspection. A pretest is performed in the official pretest mode of the analyzer; the results will not be reported to the Department of Motor Vehicles and a certificate will not be issued.

A customer choosing to have his or her vehicle pretested has the right to have a complete pretest which exactly simulates the Smog Check. Or, the customer may request a partial pretest that does not include all the elements of a complete Smog Check. If the partial pretest is requested, the Smog Check Station or technician must notify the customer that a partial pretest may not be a true indication of the vehicle’s ability to pass an official Smog Check. §44011.3

What is a baseline or after-repairs test?

Diagnostic strategies to identify emission failures should follow the same basic consumer disclosure processes outlined in this guide. Most emission repairs will include the following three basic steps.

1. The first step must include preparing a written estimate.
2. Next, the station should perform a baseline test that will include visual, functional, OBD II (If applicable) and tailpipe testing under the same type of test that the vehicle originally failed. Although the customer may have provided a recently failed Vehicle Inspection Report, it is recommended that the repair station begins diagnosis from a current baseline it has created.
3. The test results are analyzed, an estimate for needed repairs is made by the licensed Test and Repair Station. If approved by the customer, the repairs are completed and an after-repair test is performed. The customer may approve the station to perform the test in the certificate mode of the analyzer and, if the vehicle should pass, a certificate will be issued.

Even if the vehicle is identified as a gross polluter and the station does not have the ability to perform the final test, the station should conduct an after-repair test to ensure the vehicle will pass at the Referee, Gold Shield or Test-Only Station. In accordance with the BAR Clean Air Car Course, the Smog Check Test and Repair Station should validate the emission repairs they have made to address the particular emission failures.

What is a tampered emission control system?

A **tampered** emission control system is one that is missing, modified, or disconnected. All tampers must be noted on the Vehicle Inspection Report. Simply passing the emissions test shall not be sufficient for receiving a certificate of compliance.

A licensed Smog Check Station cannot issue a certificate of compliance to any vehicle that has a tampered emission control system. In addition, the Consumer Assistance Program requires that all tampers be repaired before the vehicle is eligible for financial assistance with state funds.

When repairing failed vehicles, the Smog Check Program's main goal is to reduce emissions. Any tampered emission control system must be restored to its functional condition. The information gathered from a baseline test is used to create a priority of repairs. The Smog Check Manual states that all missing, modified or disconnected emission control devices must be repaired before making any other repairs for functional test failures or excessive emissions.

Continued on next page

Questions and Answers continued

There is no repair cost limit for a vehicle with missing, modified or disconnected emission control systems §44012(a), §44014.5(i), §44015(a)(1), §3340.41(d), §3340.41.5

How should Smog Check Stations address emission failures?

Assuming the vehicle is free of tamperers, all emission repairs should be made to maximize emission reductions. The most logical repairs should be addressed first with all “upstream” repairs being made before any catalyst work is performed.

As taught in the BAR Clean Air Car Course and clearly stated in the Smog Check Manual, installation or replacement of a catalytic converter on a vehicle that is not in fuel control is not an accepted trade standard for good and workmanlike automotive repair. **And remember**, licensed Smog Check Stations and technicians must follow the vehicle manufacturers recommended procedures when diagnosing and repairing Smog Check failures. §44016, §3340.41(d)

A fuel system that is not being controlled by the vehicle’s on-board computer will cause improper catalytic converter operation and overheating, which will lead to converter failure and result in high tailpipe emissions.

To reduce failure, catalytic converter replacement is generally the final emission repair. Similarly, time spent clearing EGR passages on a vehicle with a massive CO (Carbon Monoxide) problem would not be an effective repair strategy. It is understood that a NO_x (Oxides of Nitrogen) problem may not surface until after a CO problem is repaired. In addition, installing spark plugs on a vehicle with high CO emissions would not be an effective repair; repairing the CO problem first would be justified. Conversely, installing a remanufactured carburetor on a vehicle with low compression would not be an effective repair; it is widely understood that accurate carburetion is dependent on adequate engine vacuum. Installing a new EGR valve on a vehicle with known plugged passages would not be in the best interest of the customer either. The customer may not understand an automotive EGR system, and may not understand that a new valve will do nothing to address a NO_x failure when the ports are plugged. You should take special care to explain what emissions related repairs are needed and why they are needed. The customer’s authorization to a station to perform repairs must be based on adequate information provided by the technician to the customer.

Why is it important to enter repair data in the analyzer?

After repairing an emission failure, the data must be entered into the analyzer. A BAR-97 Emission Inspection System will allow the licensed technician to enter after repair data (November 1999 issue of the Smog Check Advisory) even when they are prohibited from certifying vehicles they have repaired, such as those that must be certified at a Test-Only Station.

Data is entered anytime an emission related repair is performed on a vehicle that has failed a Smog Check or is repaired prior to performing a Smog Check. The repair action, time, and dollar amounts are recorded for each emission-related repair.

The Bureau of Automotive Repair uses this data to **determine repair effectiveness and average repair cost, and Gold Shield Station evaluation**. It is the licensed smog technician's responsibility to follow the analyzer prompts and conduct tests/inspections in accordance with the BAR emissions inspection system specifications. A more detailed menu is required to enter Consumer Assistance Program repairs into the analyzer. §3340.41(c), §3340.42

What is the Consumer Assistance Program?

State law requires the Bureau of Automotive Repair to administer a Smog Check Consumer Assistance Program. The program provides financial assistance for eligible motorists whose vehicles fail a biennial Smog Check.

To participate in the Consumer Assistance Program (CAP), the consumer's vehicle must be due for a biennial smog check inspection. Vehicles that fail an inspection as a result of undergoing initial registration in California or a change of ownership inspection are not eligible for CAP. The Repair Assistance option requires the vehicle to be free of tamperers.

Consumers who meet certain income requirements, or whose vehicles were directed to a Test-Only Station for a Smog Check and fail the resulting test, are eligible for repair assistance. More detailed information can be found by logging onto BAR's Web site at www.smogcheck.ca.gov or by calling the Consumer Information Center at 1-800- 952-5210. §44062.1, §44093, §3394.1, §3394.5

Continued on next page

Questions and Answers continued

What if I cannot locate certain emission control parts?

As **part** of the Smog Check Program, all missing, modified and disconnected emission components must be repaired. In some cases, these tampered items, as well as defective older emission parts, can be difficult to find. The Bureau of Automotive Repair suggests that consumers and/or Repair Stations first check with new car dealers, auto parts suppliers, and auto dismantlers to find the needed parts. If parts are not available, the Bureau of Automotive Repair will assist through its “Emission Parts Locator Service.” The Locator Service will help motorists locate those hard to find parts they need to bring their vehicles into compliance. If the needed part is unavailable, the Parts Locator Service then issues a “Limited Parts Exemption. The consumer then must make an appointment at the Referee Center where the vehicle will undergo a complete Smog Check. If the vehicle passes all other aspects of the inspection, the Referee will issue a Smog Check certificate. The Bureau’s emission parts locator service can be contacted by calling 1(800) 826-3566.

Aftermarket, performance, and add-on parts

To ensure that emission control systems are performing as designed, California Vehicle Code Section 27156 and the Federal Clean Air Act prohibit modifications that increase motor vehicle emissions. Some parts or modifications can be exempt from this prohibition. Exempted parts are aftermarket add-on, or modified, parts that have undergone an Air Resources Board (ARB) engineering evaluation. If the part or modification is shown not to increase vehicle emissions, it is granted an exemption to emission control anti-tampering laws. This exemption is referred to as an “Executive Order” (E.O.). This exemption allows the modification to be installed on specific vehicles. Every E.O. part or modification has an assigned number that can be verified by Smog Check Stations, BAR Referee Stations or the Air Resources Board. BAR’s web site www.smogcheck.ca.gov will provide a link listing approved E.O. numbers.



What must guarantee or warranty show?

A **guarantee** or warranty by a Smog Check Station must be in writing and show the following:

- What is covered and what is not covered
- The term, time, or mileage the guarantee is good for
- What the customer must do to have the guarantee honored (return the part, pay a service charge, etc.)
- What the guarantor will do (repair, replace, etc.)
- Whether the guarantor or the customer has any options as to what may satisfy the guarantee
- Name and address of the guarantor
- Whether the guarantee is prorated (adjusted for time or mileage)

Remember, all work done by an automotive repair dealer, including all warranty work, must be recorded on the invoice. §9884.8, §3376, §3377



place union bug here

